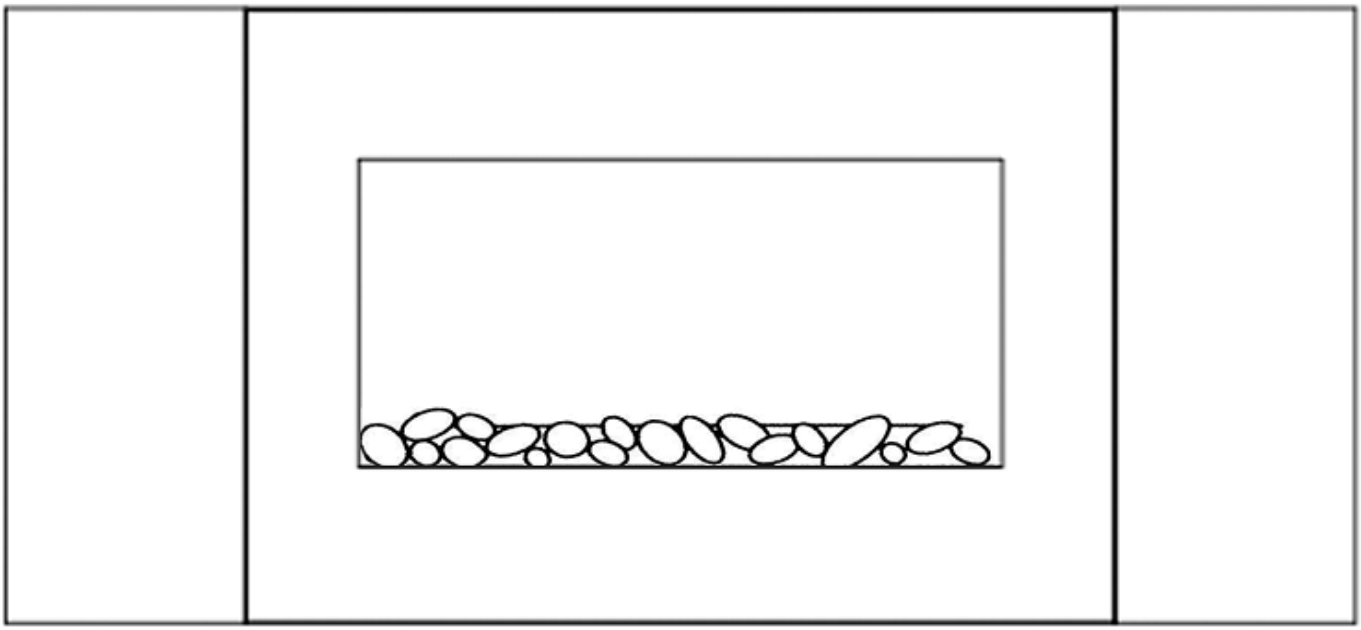
ELECTRIC FLAT PANEL FIREPLACE HEATER

OWNERS MANUAL

Models: EF27B / SHWALL-35



Only use this heater as described in this manual. Any other use is **not** recommended by the manufacturer, and may cause **fire**, **electric shock**, or other **personal injury**.

WARNING! Read and understand this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **fire, electric shock, serious personal injury, or death.**

WARNING! INDOOR use only! NEVER use this heater **outdoors!**

SAVE THESE INSTRUCTIONS!

CAUTION! Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

IMPORTANT SAFETY INFORMATION!

WARNING

- **ALWAYS** keep **electric cords**, **home furnishings**, **drapes**, **clothing**, **papers**, or **other combustibles** at least **3 feet (0.9m) away from the front of this heater**, and away from the bottom, sides, and rear of this heater.
- **DO NOT** place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **DO NOT COVER** this heater or **block** the air vents at all. Doing so could cause a **fire**.
- **AVOID fire or electric shock! NEVER** insert or allow any foreign objects to enter the ventilation or exhaust openings of this heater.
- **Prevent Fire!** Keep all **flammable liquids**, like gasoline or paint, away from this heater. This heater produces **arcing sparks** that **could ignite** flammable liquids.
- **DO NOT cover** this heater in any manner. Doing so could block the air flow and cause the unit to **overheat**, or could **ignite** the material covering the heater.
- **NEVER** run the **power cord** under carpet, rugs, runners, or any other covering. Doing so could cause the cord or materials covering the cord to overheat.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.

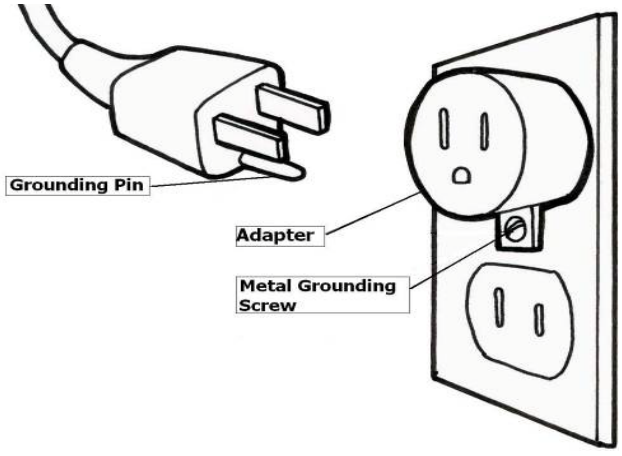
WARNING

- **For residential use only! NOT for commercial use! NEVER** use this fireplace for other than its intended purpose.
- **ALWAYS** ATTACH WALL MOUNT BRACKET TO WALL AND **HANG UNIT BEFORE** USE. **NEVER** USE WHILE THE UNIT IS SITTING ON THE GROUND OR OTHER SURFACE.
- The wall mount bracket is designed **for use ONLY with this product. NEVER** use a wall mount bracket from another manufacturer.
- Use **extreme caution** if using this heater **near children**, or where children may be present.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- This heater is **hot** when **in use**. **AVOID INJURY! DO NOT TOUCH hot surfaces, or attempt to move this heater while it is hot.**
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **AVOID INJURY!** Keep the cord from crossing traffic areas to avoid tripping.
- **NEVER modify this fireplace**. Doing so could result in personal injury or property damage. Modification of this fireplace **completely voids all warranties**.
- **Discontinue use** if this fireplace **malfunctions** or is **dropped or damaged in any manner**.

WARNING

- **Risk of electric shock**! **DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub** or **pool**, **become damp** or **come in contact with water**.
- **NEVER** hang this unit on a wall **directly below an electrical outlet.**
- **NEVER** operate this heater if the **power cord** or **plug** has become **damaged,** or if the **grounding pin** is **damaged** or **missing.**
- Place the heater near a wall outlet so an extension cord is not needed. If an extension cord is needed, the **gauge** of the cord **must be at least 14AWG,** and the **rating must be at least 1875 Watts**. **NEVER** use a **smaller gauge** cord with a **lower rating**. Doing so may result in **fire** or **electric shock**.
- **ONLY** use this heater on a **110~120 Volt 15 Amp grounded circuit**. **NEVER overload the circuit.** If this heater trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this heater.
- **NEVER** plug this heater into an outlet that is **old**, **cracked**, or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet** to **overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**!
  - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
  - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
  - iii) During use **check frequently** to see if the **plug outlet or faceplate** is **HOT**!
  - iv) If the outlet or faceplate is **HOT**, **discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

- The cord supplied with the heater has a plug with two blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right).



PREPARATION

This carton includes a **GLASS panel!** Always use **extreme caution** when handling **glass.** Failure to do so could result in **personal injury** or **property damage**.

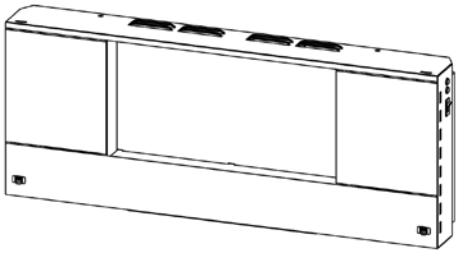
Remove all parts and hardware from the carton and place them on a clean, soft, dry surface.

Check to make sure nothing is missing. Dispose of packaging materials properly. Please recycle.

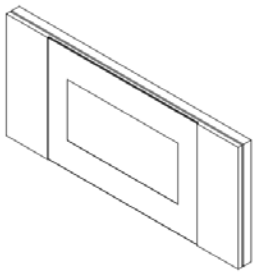
Tools (not included): Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/16" drill bit.

Concrete walls: DO NOT use these anchors. Consult a professional for proper anchoring methods.

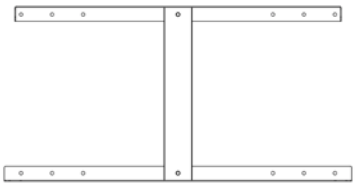
PARTS & HARDWARE



A – Firebox (1)

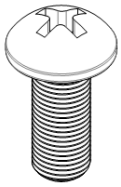


B – Front Glass Panel (1)

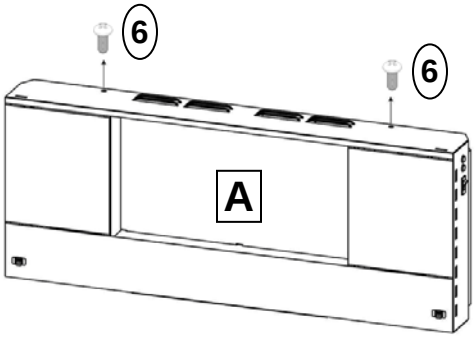


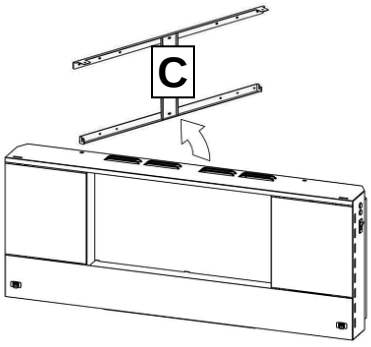
NOTE: The wall mount bracket (C) is attached to the back of the firebox (A) by two thumb screws (6).

C – Wall Mount Bracket (1)



6 – M5x8 Machine Screws (2)

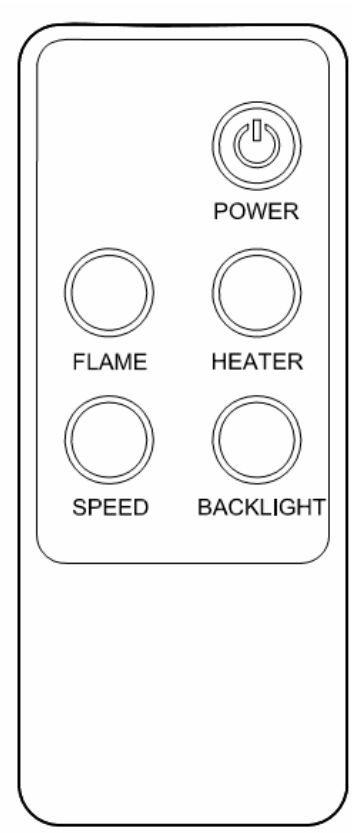




NOTE: Unscrew both M5x8 machine screws (6) from the top of the firebox (A). **KEEP** the machine screws. Remove the wall mount bracket (C) from the firebox.

PARTS & HARDWARE

Air Vent Panel, Hardware, Remote Control

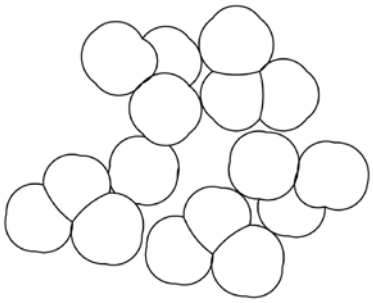


RC – Remote Control (1)

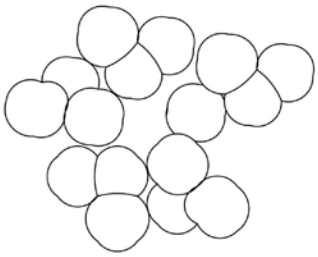
2 – M4x8 Machine Screws (2)

RC Battery (1)

Decorative Stones



WS – White Stones (set)

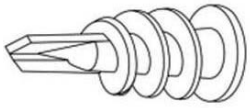


CS – Clear Faux Stones (set)

Wall Hanging Hardware

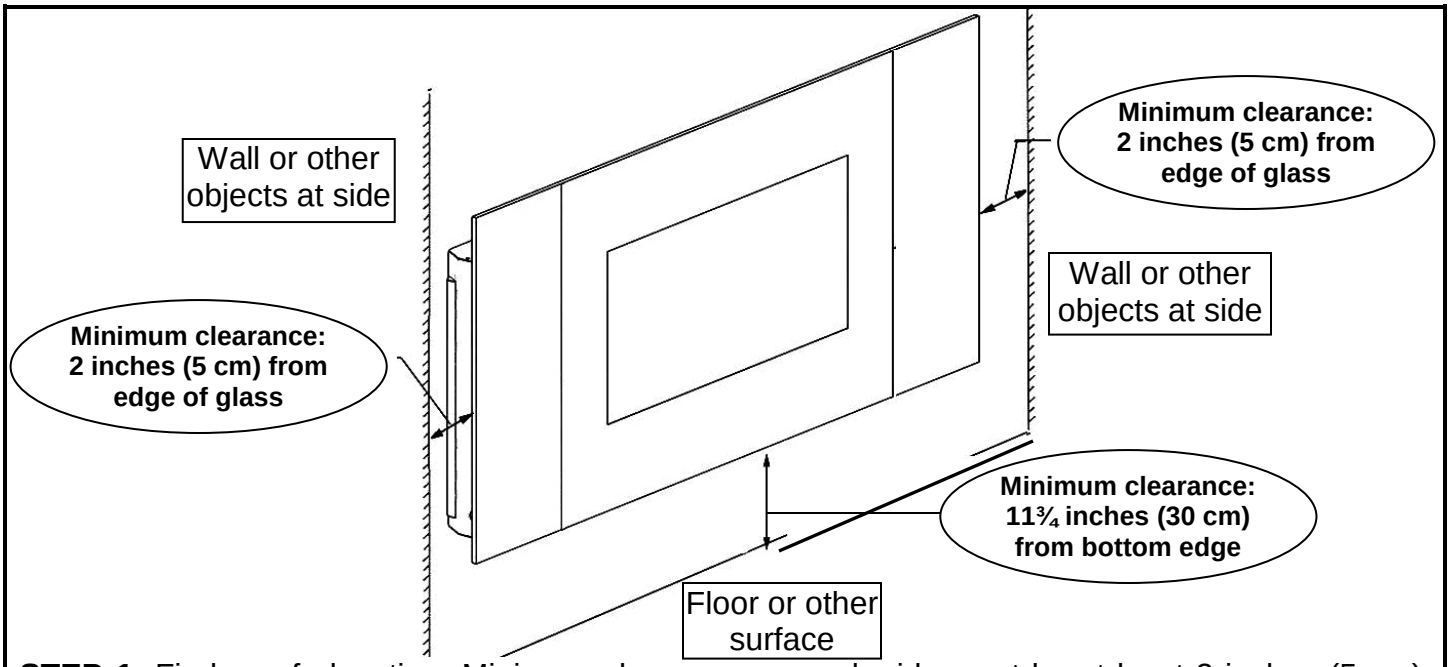
3 – M5x40 Wood Screws (4)

4 – M4x30 Drywall Screws (4)



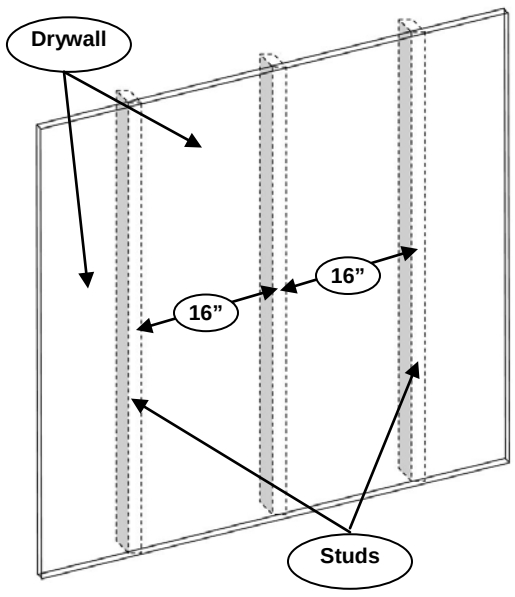
5 – M15x40 Drywall Anchors (4)

ASSEMBLY INSTRUCTIONS

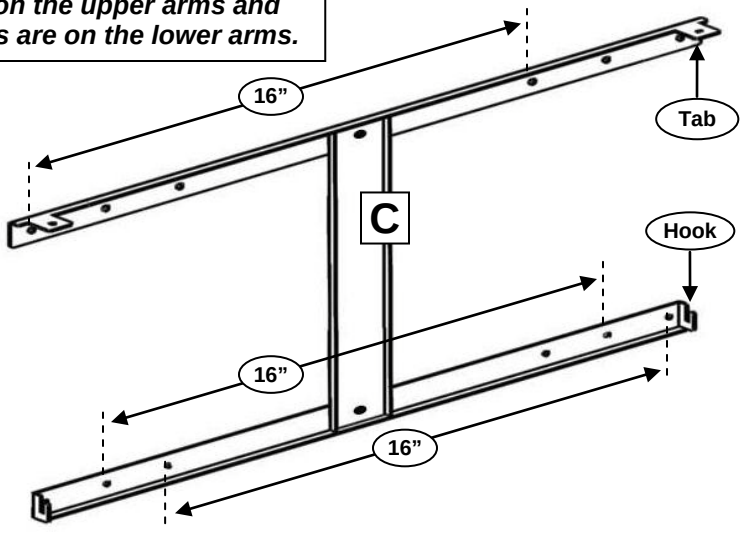

Wall or other objects at side
Minimum clearance: 2 inches (5 cm) from edge of glass
Wall or other objects at side
Minimum clearance: 2 inches (5 cm) from edge of glass
Minimum clearance: 11¾ inches (30 cm) from bottom edge
Floor or other surface

STEP 1. Find a safe location. Minimum clearance on each side must be at least 2 inches (5 cm); minimum clearance from the floor must be at least 11¾ inches (30 cm); minimum clearance from the front must be at least 3 feet (90 cm). Choose a location near an outlet so an extension cord is not required. **DO NOT** position the unit directly below a power outlet. **See Safety Information on pages 2 and 3 for more warnings about placement, installation, and use of this product.**

NOTICE	The wall mount fasteners included with this fireplace are for use ONLY with a wood-framed wall covered in drywall (sheet rock). For concrete walls, cinder blocks, or other wall types, consult a professional for the best attachment methods.

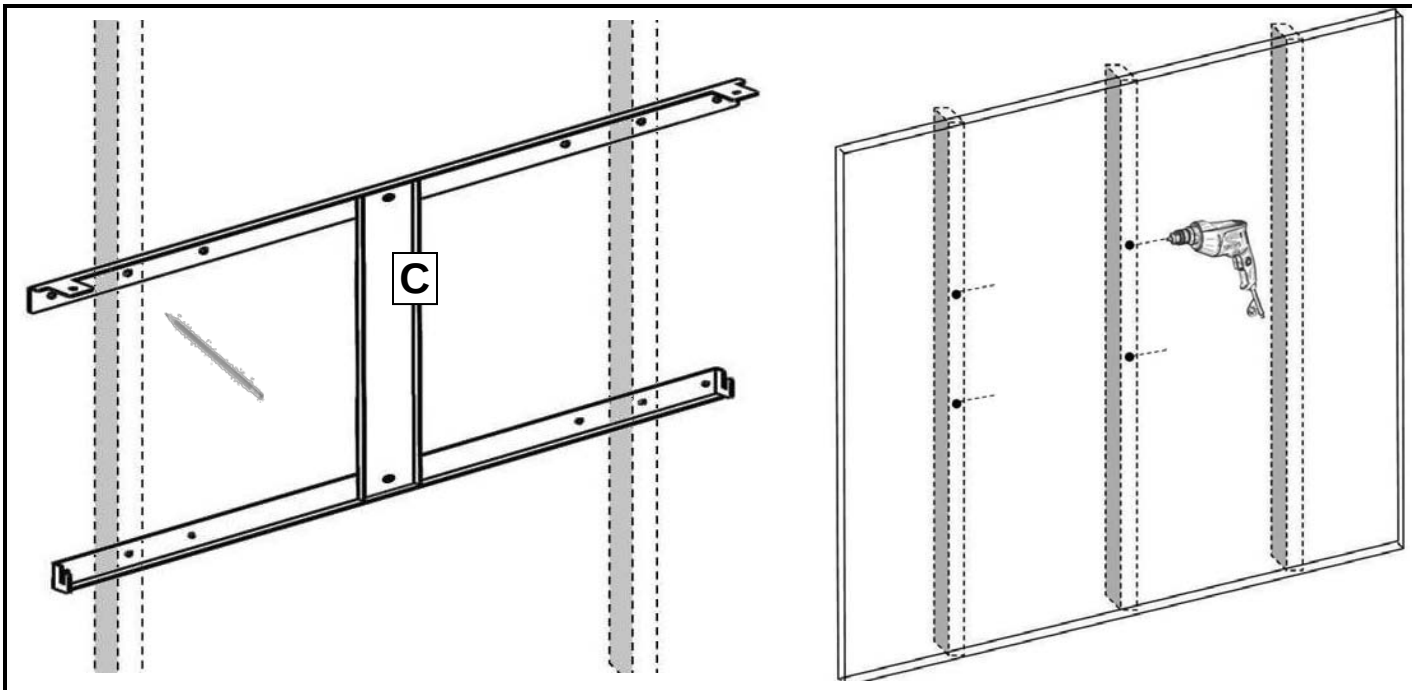


Note: The wall mount bracket tabs are on the upper arms and the hooks are on the lower arms.

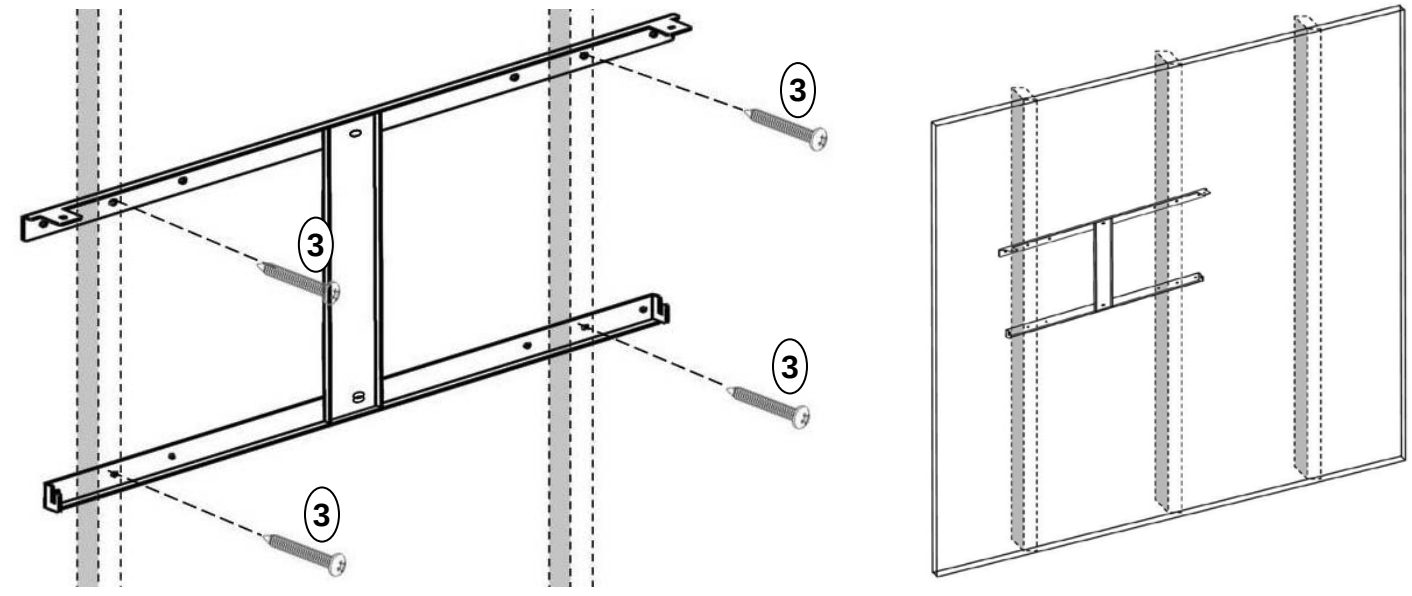


STEP 2. Locate the wall studs using an electronic stud-finder. Studs are spaced 16” apart as measured from the center of each stud. The holes in the mounting bracket (C) will align with the wall studs. The end of each arm has a set of three holes. Select one set of holes (left, center, or right) when attaching the mounting bracket to the wall. There are also two holes on the center post.

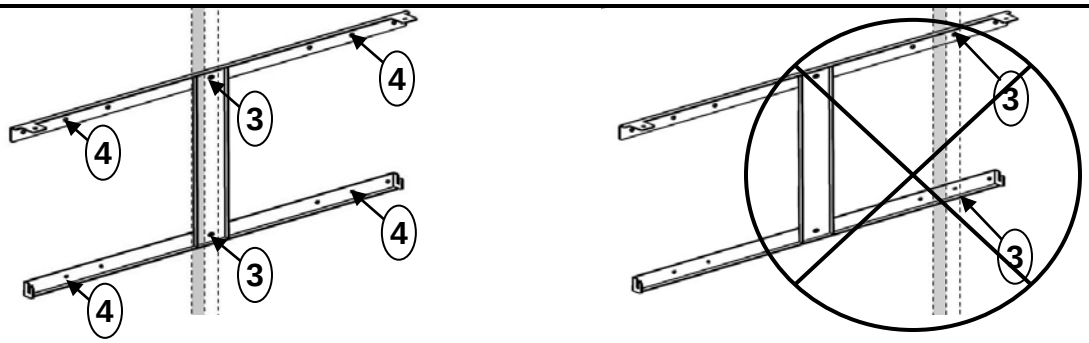
AVOID INJURY and DAMAGE! Four screws should be screwed **directly into wall studs**. If that is not possible, **<u>at least two screws</u> must be screwed directly into wall** studs, **AND <u>four additional screws</u> must also be screwed into the drywall anchors**.



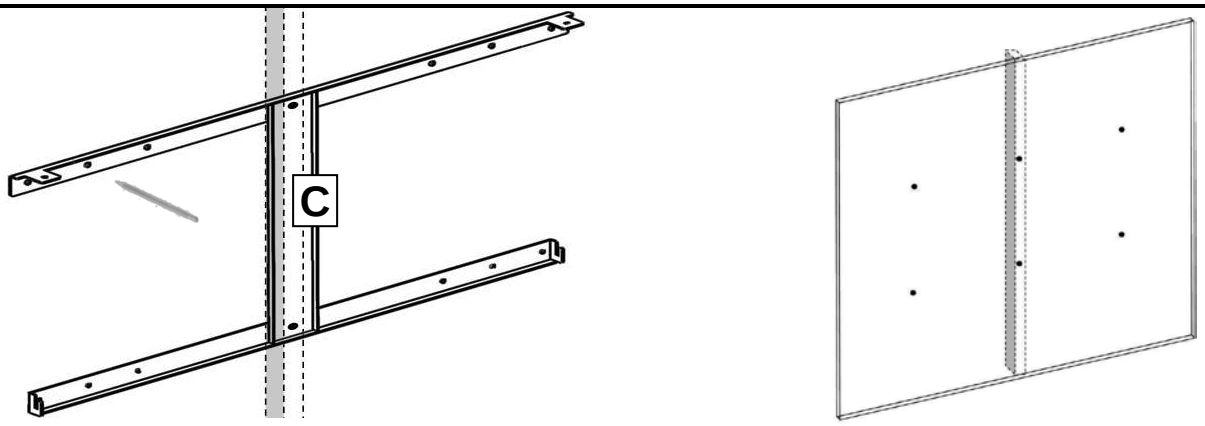
STEP 3. Position the wall mount bracket (C) over the wall studs. Level the mounting bracket and mark the four holes with a pencil. Set the wall mount bracket aside. Drill a pilot hole at each marked point using a 1/16" wood drill bit. Make sure each hole goes into a wall stud.



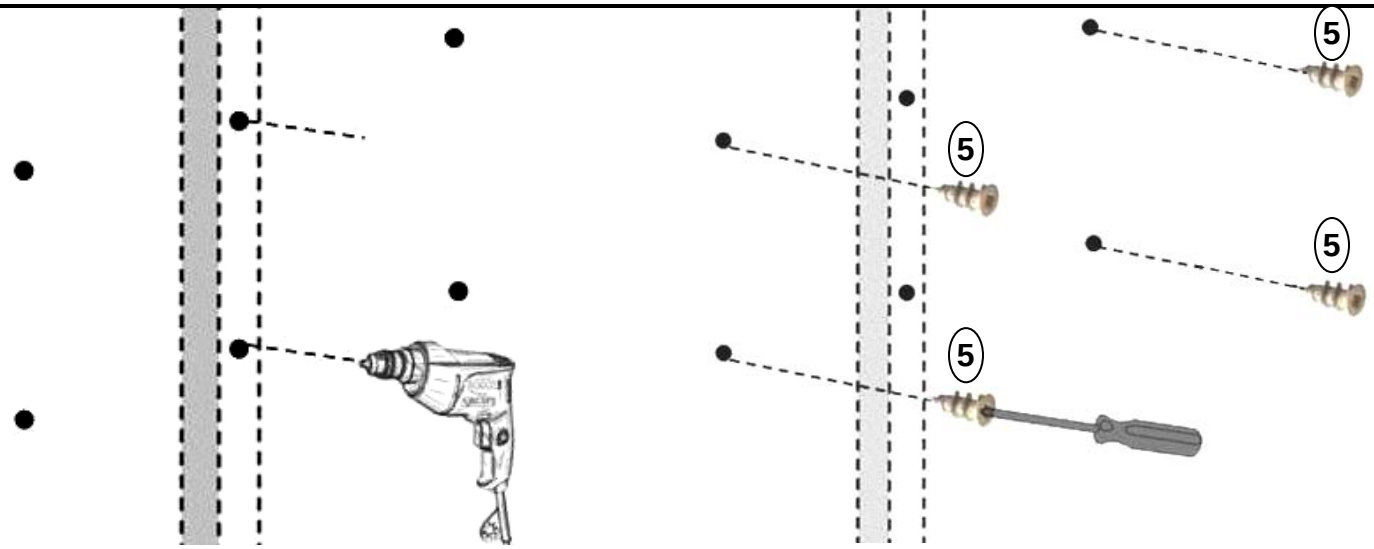
STEP 4. Thread one M5x40 wood screw (3) through the bracket, into the pilot hole, and **into the stud**. Partially tighten. Make sure the bracket is level. Thread the remaining three M5x40 wood screws into the other three holes. Check the alignment and tighten each screw securely with the Phillips screwdriver. Check each screw to make sure it is tight, and that the bracket is secure.



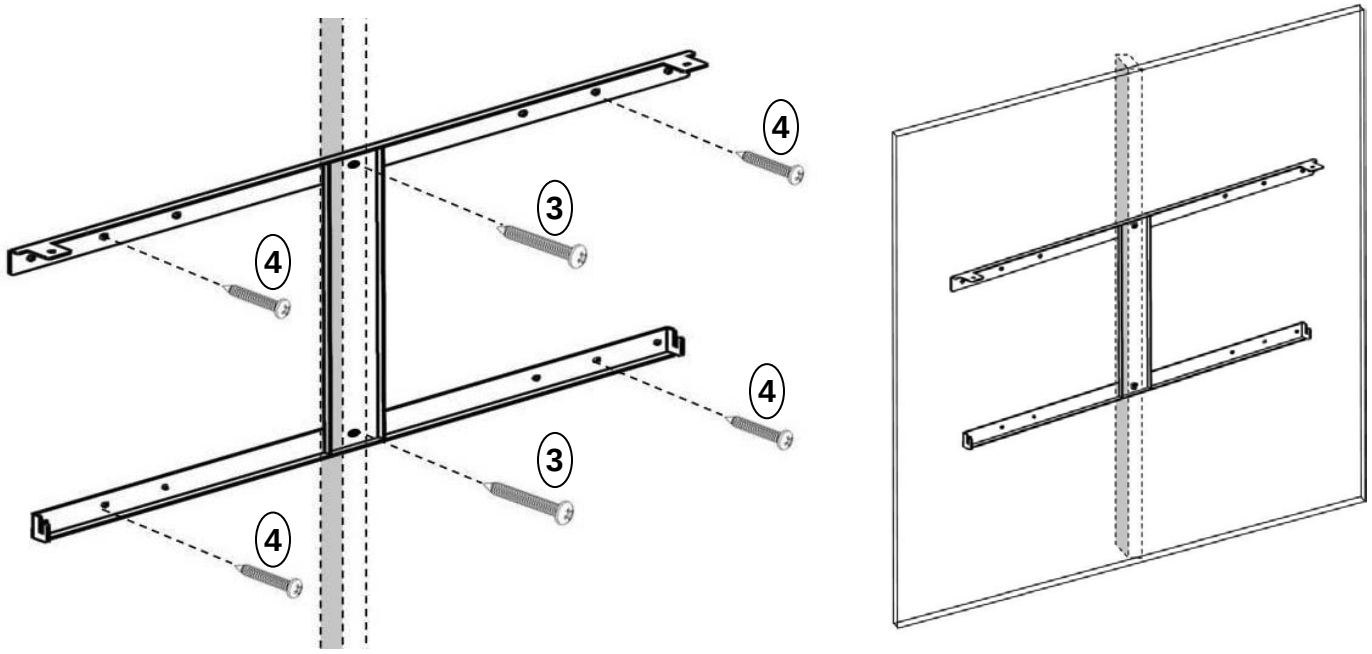
STEP 5. If only one wall stud is available, the wall mount bracket must be secured to the wall with **two M5x40 wood screws (3) though the two center post holes AND four M4x30 drywall screws (4)** through one other set of bracket holes. **DO NOT** attach the wall mount bracket to the wall studs with one of the outer sets of holes as the bracket will not be stable. Use the center holes.



STEP 6. Center the wall mount bracket (C) over the wall stud. Level the mounting bracket and mark the two center post holes with a pencil. Mark the four outer holes for the drywall anchors. Set the wall mount bracket aside until STEP 8.



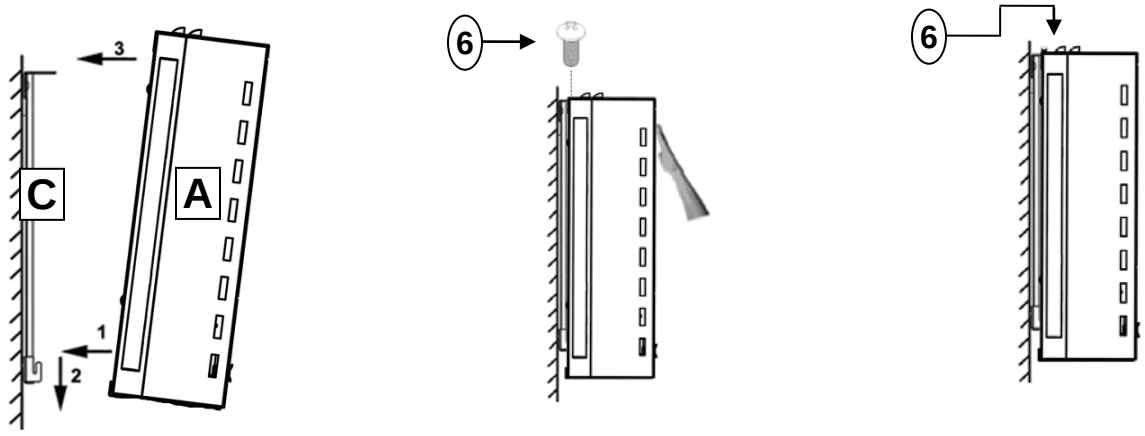
STEP 7. Drill pilot holes into the two center marks using a 1/16” wood drill bit. Make sure each pilot hole is drilled directly into a wall stud. Next, use a Phillips screwdriver to screw the four drywall anchors (5) into the drywall until they are flush with the surface. **DO NOT OVERTIGHTEN.**



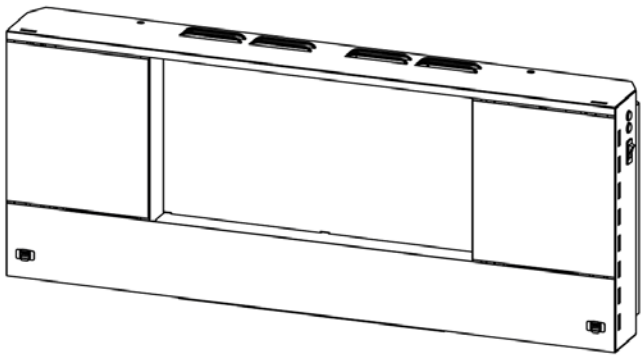
STEP 8. Thread the two M5x40 wood screws (3) through the center post holes, into the pilot holes, and **into the wall stud**. Partially tighten. Make sure the bracket is level. Thread the four M4x30 drywall anchor screws (4) through the wall mount bracket and into drywall anchors.

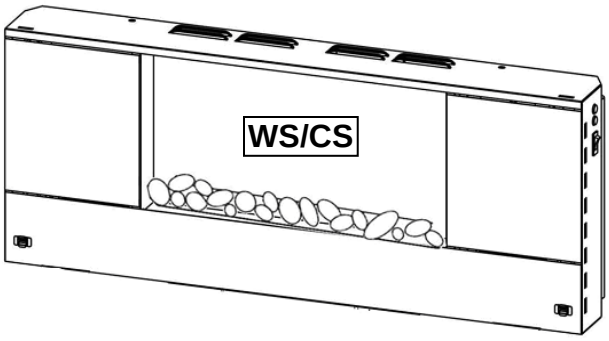
DO NOT OVER- TIGHTEN as this may loosen the anchors or damage the drywall. Check the alignment and tighten each screw securely with the Phillips screwdriver. Check that the bracket is secure.

ALWAYS unplug this fireplace heater **before assembly** or **cleaning, or before relocating.** Failure to do so could result in **electric shock**, **fire**, or **personal injury**.



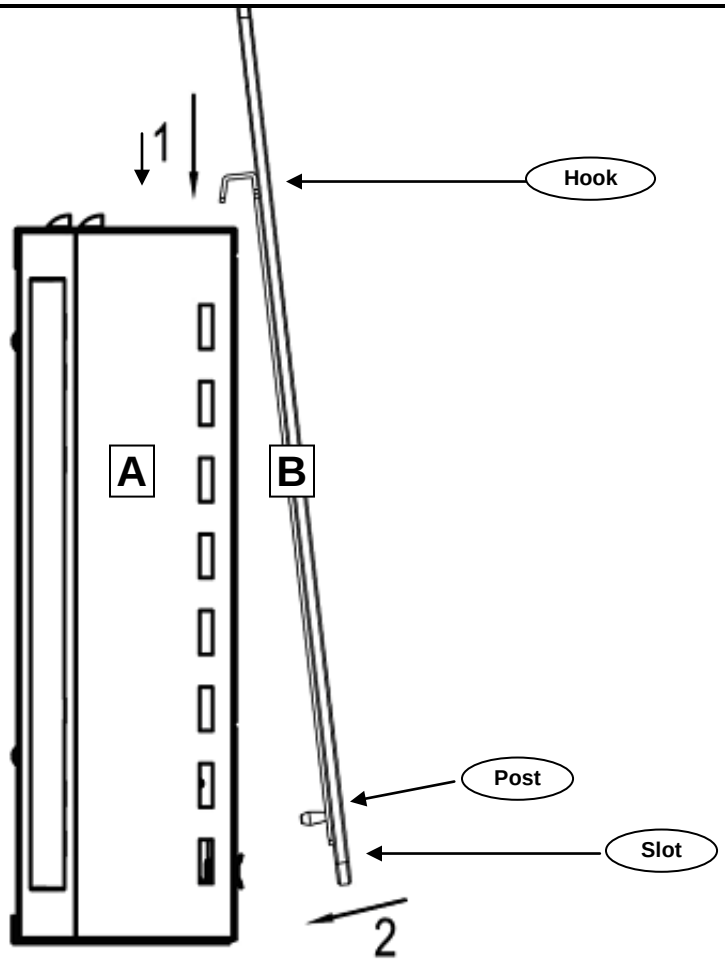
STEP 9. With the firebox (A) at an angle, fit the slots in the back of firebox (A) over the hooks on the wall mount bracket, and carefully press the top of the firebox against the wall mount bracket. The slots at the top edge of the firebox should slide over the wall mount bracket tabs. Hold the firebox in place and thread the machine screws (6) through the holes in the firebox and into the wall mount bracket tabs. Tighten both machine screws and make sure the firebox is secure to the wall.



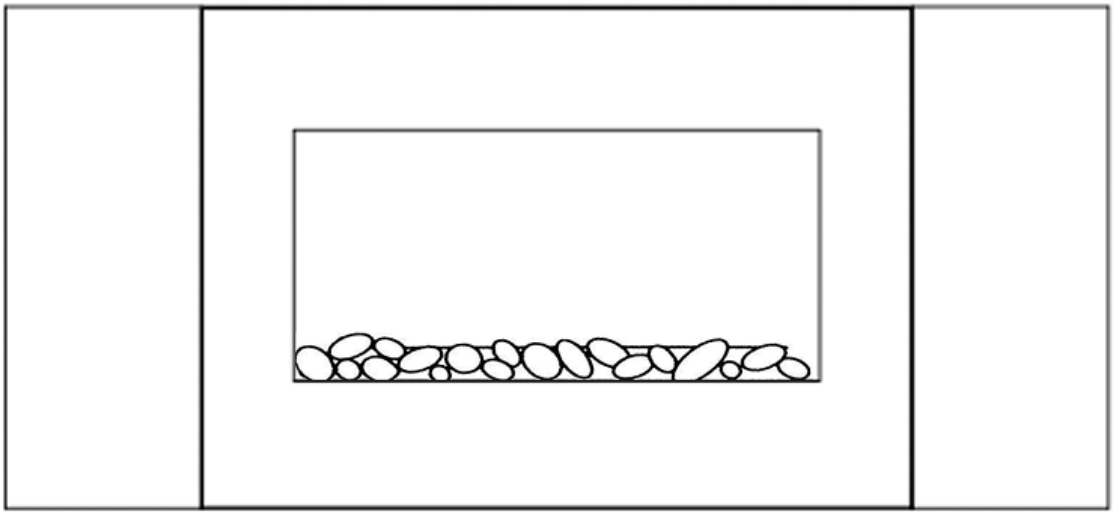


STEP 10. Arrange the white stones (WS) and clear faux stones (CS) along the inset window ledge at the front of the firebox. Use care when moving the fireplace as the stones may shift positions.

The next step requires installation of a **GLASS panel!** The manufacturer recommends that two adults install the glass panel. Always use **extreme caution** when handling **glass.** Failure to do so could result in **personal injury** or **property damage**.



STEP 11. Set both hooks of the front glass panel (B) into the slots at the top front edge of the firebox (A). Press the two posts of the glass panel into the locking slots near the lower corners of the front firebox panel.



OPERATION

Read and understand this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **electric shock, fire, serious injury, or death.**

Power

Make sure the ON/OFF switch, located on the control panel, is in the OFF position. Plug the power cord into a 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Temperature Limiting Control

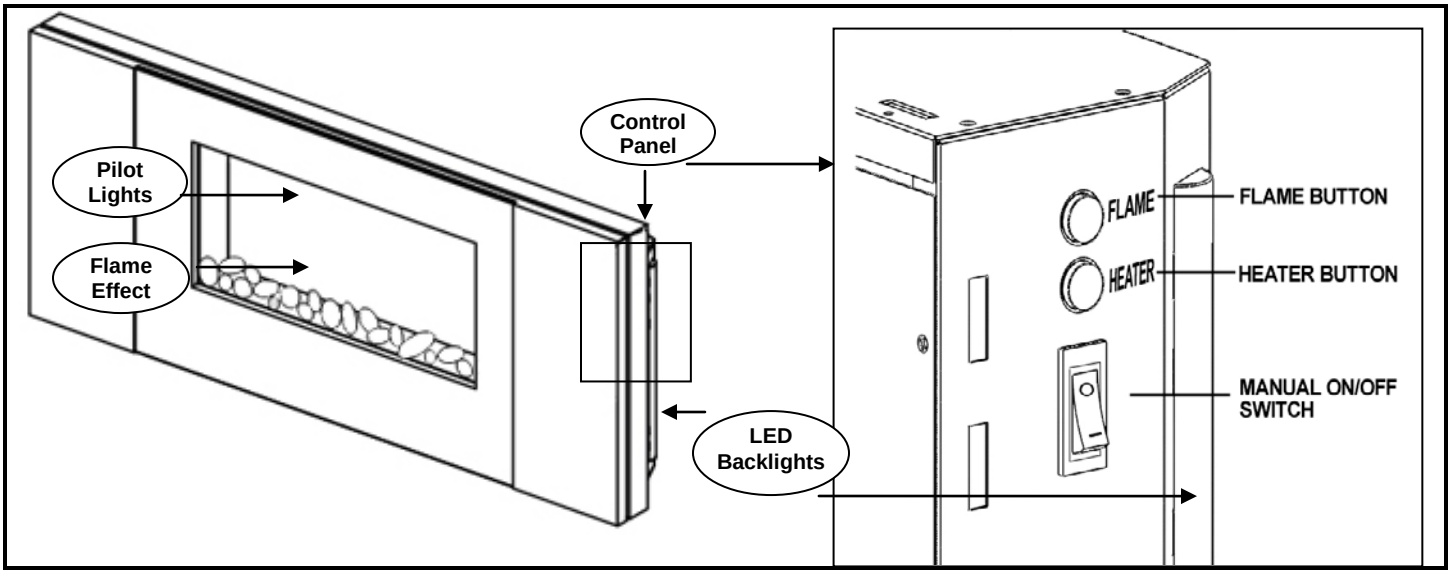
This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature (212°F / 100°C), the heater will automatically turn OFF. To reset:

1. Unplug the power cord from the outlet.
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF.
3. Wait 5 minutes.
4. Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
5. With the POWER switch in the OFF position, plug the power cord back into the outlet.
6. If the problem continues, have your outlet and wiring inspected by a professional.

Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL, located on the right side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL. Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3,** and heed all warnings.

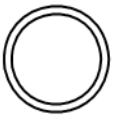
NOTICE	When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.



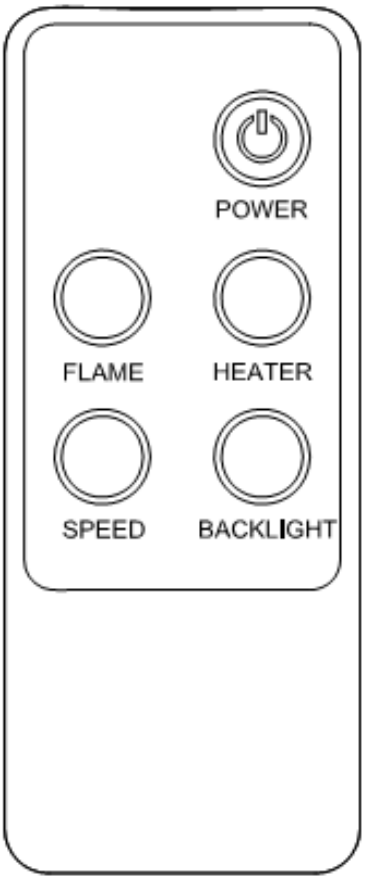
Control Panel Operation (Each ☞ symbol means Press Button Once)

BUTTON	FUNCTION	PRESS ☞ and INDICATION
ON/OFF	The ON/OFF switch must be ON for the flame and heater functions to operate. The ON/OFF switch must be ON to use the REMOTE CONTROL.	1. ☞ Beep. ON. Flame effect, heaters, lights, and fans remain OFF. 2. ☞ During operation, when switched from ON to OFF, all functions will turn OFF.
FLAME	The FLAME button controls the flame effect (lights and blower) and backlight effects. On the REMOTE CONTROL, these effects are controlled separately. The FLAME button also enables the heater. The heater will only work if the flame effect is ON.	1. ☞ Beep. Flame intensity - High. Heater is now enabled. 2. ☞ Beep. Flame intensity - Medium. 3. ☞ Beep. Flame intensity - Low. 4. ☞ Beep. Flame effect - Multicolor. 5. 6. 7. ☞ ☞ ☞ Beeps. Cycles through backlight effects with flame effect on.
HEATER	The HEATER button controls the left and right heaters. There are four levels: Low (Left), Low (Right), High (Both), and Off. The heater only works when the flame effects are ON. If the flame effects are OFF, the heater will not turn on. To prevent overheating, the heater fan will blow cool air for 8-10 seconds each time the heater is turned ON or OFF.	1. ☞ Beep. Left heater & fan turn ON; left pilot light glows ☼●, then turns off. 2. ☞ Beep. Right heater & fan turn ON; right pilot light glows ●☼, then turns off. Left heater and left pilot light turn OFF. 3. ☞ Beep. Both heaters & fans turn ON; both pilot lights glow ☼☼, then turn off. 4. ☞ Beep. Both heaters turn OFF, both pilot lights turn off ●●.

Remote Control Operation (Each ☞ symbol means Press Button Once)

BUTTON	FUNCTION	PRESS ☞ and INDICATION
POWER	The CONTROL PANEL switch must be ON to use the REMOTE CONTROL. The POWER button turns on the flame and enables all functions. Other remote functions will only work when this is ON.	1. ☞ Beep. Flame effect – High intensity. All other functions are now enabled. 2. ☞ Beep. During operation, when switched OFF, all functions will turn OFF.
FLAME	The FLAME button allows you to select one of four flame effects. It does not control the back lights. While the Power is ON, the flame is ON.	1. ☞ Beep. Flame intensity - High. 2. ☞ Beep. Flame intensity - Medium. 3. ☞ Beep. Flame intensity - Low. 4. ☞ Beep. Flame effect - Multicolor.
 HEATER	The HEATER button controls the left and right heaters. There are four levels: Low (Left), Low (Right), High (Both), and Off. The heater only works when the flame effects are ON. If the flame effects are OFF, the heater will not turn on. To prevent overheating, the heater fans will blow cool air for 8-10 seconds each time the heater is turned ON or OFF.	1. ☞ Beep. Left heater & fan turn ON; left pilot light glows ☼●, then turns off. 2. ☞ Beep. Right heater & fan turn ON; right pilot light glows ●☼, then turns off. Left heater and left pilot light turn OFF. 3. ☞ Beep. Both heaters & fans turn ON; both pilot lights glow ☼☼, then turn off. 4. ☞ Beep. Both heaters turn OFF, both pilot lights turn off. ●●
SPEED	The SPEED button controls the flame speed. There are three speed levels.	1. ☞ Beep. Flame speed - Fast 2. ☞ Beep. Flame speed - Medium 3. ☞ Beep. Flame speed – Slow
BACKLIGHT	The BACK LIGHT button controls the LED light strips at the rear edges of the fireplace. The five settings are OFF, Yellow, Blue, Yellow/Blue, and Multicolor. The back lights work with or without the other features being turned on.	1. ☞ Beep. Back light - Yellow 2. ☞ Beep. Back light - Blue 3. ☞ Beep. Back light - Yellow + Blue 4. ☞ Beep. Back light - Alternating colors 5. ☞ Beep. Back light - Off

Remote Control Information



NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment. This Class B digital apparatus complies with Canadian ICES-003.

Remote Control Battery Information

- This remote control uses one **CR2032 Lithium-ion 3 volt button cell battery** (included).
- Instructions for battery installation are inside the Remote Control battery compartment.

NEVER dispose of batteries in **fire.** Failure to observe this precaution **may result in an explosion**. Dispose of batteries at your local hazardous material processing center.

CARE AND MAINTENANCE

Cleaning

ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.

NEVER immerse in water or **spray with water.** Doing so could result in **electric shock, fire, or personal injury.**

Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner and dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

Maintenance

Risk of electric shock! **DO NOT OPEN! No user-serviceable parts inside!**

ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

- Store heater in a clean dry place when not in use.

Replacement parts:

- Use only replacement parts supplied by the manufacturer. Use of any other parts, or modifying the fireplace in any way, will void all warranties.
- No internal parts are replaceable or serviceable.

WARNING! No other servicing should be performed by the consumer. Do not attempt to service the unit yourself.

Limited Warranty

This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty. The original dated sales receipt is required for all warranty claims. This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, remote controls, or batteries.

This product is for residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability. The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein. **This product is not intended to be used as a primary heat source.**

VENDOR DEVELOPMENT GROUP, INC.(HEREAFTER, VDG), ITS DIRECTORS, OFFICERS, OR AGENTS, WILL NOT BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THIS PRODUCT, EVEN IF VDG, OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL VDG, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the purchaser. This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

Thank you for purchasing this Electric Fireplace! If you need assistance with assembly, have questions about the use of this product, or have missing or defective parts, please e-mail us at

customerservice@vendord.com

Or, call us toll-free (M-F 8:30 AM to 4:30 PM Central Standard Time) at

1-866-561-0731

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C US

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